

HORRY-GEORGETOWN TECHNICAL COLLEGE

**Summary Report on
Institutional Effectiveness**

A report to

The State Board for Technical and Comprehensive Education
and
The Commission on Higher Education

In fulfillment of Institutional Reporting Requirements

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INTRODUCTION

In the 2000-2001 cycle, Horry-Georgetown Technical College completed a comprehensive assessment of its programs and activities, and a Summary Statement about each component, along with summaries of the Major Findings is included in the following narrative. The schedule for the current cycle included a number of the College's academic programs, academic advising, student services, and the Library/Resource Center.

GENERAL EDUCATION AND MAJORS/CONCENTRATIONS

Summary Statement:

The Program Review Committee consists of faculty, staff, and administration. The programs reviewed in the 2000-2001 reporting cycle were Heating, Ventilation, Air Conditioning Technology, Office Systems Technology, General Education, and Computer Technology. The recommendations for those programs were all completed, as described in the following "Findings" sections. The programs reviewed for the 2000-2001 to 2001-2002 cycle were Criminal Justice Associate Degree, Law Enforcement Certificate, and Associate in Science.

DEFINITION AND DESCRIPTION OF THE COMPONENT

The College, through the annual Academic Program Review process, reviewed and evaluated the status of three academic programs during the 2000-2001 academic year. Academic Program Review consists of findings articulated in departmental reports addressing evaluative criteria including but not limited to the Southern Association of Colleges and Schools Criteria for Accreditation. All academic departments complete the Program Review process within a five-year cycle. The establishment of Performance Funding, utilizing Critical Success Factors and Performance Indicators, is evidenced in the outcomes of the process, which have implications for all College operations, goal setting and long-range planning. Actions recommended are unlimited and determined by the Program Review Committee. The recommended actions are forwarded to the College's Cabinet (President and Vice Presidents) for review, approval and/or disapproval. If the actions are approved, the College must make personnel, physical and fiscal considerations to accomplish the recommendations and document actions taken.

The assessment criteria for meeting program effectiveness are reviewed annually (assessment of assessment criteria) as well as the effectiveness of the Program Review Committee. The assessment criteria includes: formal identification and validation of course and program competencies; enrollment; SACS compliance for faculty and education programs; graduation rates and placement; progress toward competency-based education; utilization of advisory committees; assessment of outcomes by students, graduates, and employers.

Major Findings -- Majors and Concentrations

Heating, Ventilation, Air Conditioning Technology:

In its assessment of Heating, Ventilation, Air Conditioning Technology, the Committee made the following recommendations: 1) Investigate external funding sources for the purchase of trainer-simulators for student/classroom use (Need identified to upgrade/replace outdated equipment) and 2) Develop and implement strategies to increase the membership and the commitment of the Advisory Committee. In January, the Area Commission accepted a recommendation to close the program, if external funds were not secured to offset operational costs and if sufficient enrollment could not be generated.

Throughout the spring, the Department completed the following actions: 1) Phoned contacts with numerous prospective students; 2) Phoned contacts and visits with local industry; 3) Establishment of faculty objectives in recruitment of new students and development of advanced certificates; and 4) Continued to combine evening courses when appropriate to optimize enrollment. The Program Review Committee recommended that a follow-up to the progress be reviewed during the next reporting cycle due to the current status of the program. Approaching the fall enrollment, the status of the program, as a full-time curriculum, remains to be determined.

Office Systems Technology:

After evaluating the Office Systems Technology department, the Committee recommended that: 1) Reduce the ratio of part-time to full-time faculty, 2) Increase promotional efforts (advertising) to increase program enrollments, 3) Schedule a DACUM to review course/curriculum competencies within the 2000-2001 academic year, and 4) Investigate additional funding sources for equipment in order to remain current with local trends and to meet instructional/student needs.

The Department completed the following actions: 1) Requested additional faculty for the current fiscal year; 2) Ran a program feature in the HGTC summer class schedule as well as several ads in the local newspaper highlighting the area of study; 3) Conducted a DACUM to review courses; 4) Requested additional equipment for the current fiscal year; and 5) Is currently working with the Distance Learning department to equip additional classrooms with LCD units.

Computer Technology:

After evaluating the Office Systems Technology department, the Committee recommended that: 1) Consult with the administration in determining ways to properly compensate faculty who are responsible for maintaining and upgrading knowledge/skills in computer technology hardware and software, and 2) Consult with Human Resources to determine ways to improve method in recruiting full and part-time faculty and work with Human Resources on compensation issues.

The Department completed the following actions: 1) Met with the Associate Vice President (AVP) of Business and Information Technology to develop a plan for compensating faculty for each course or certificate received; and 2) Met with the AVP of Business and Information Technology and the AVP of Human Resources to discuss compensating faculty based upon expertise instead of years of service or degrees held.

General Education:

Upon review of the General Education program, the Committee made one recommendation to the department. The committee recommended that the Department request funding for additional faculty members. The Department has followed the proper procedures of requesting additional faculty and the administration responded. This fall, three new Mathematics faculty have been hired.

ACADEMIC ADVISING

Summary Statement:

Horry-Georgetown Technical College conducts an assessment in the area of Academic Advising annually. The assessment is a continuing process providing formal follow-up and closure of previous years evaluations and recommendations. The assessment also will conduct an in-depth evaluation of one to two specific departments/areas.

Recommendations and Actions Taken

The committee made one recommendation in the previous cycle from its review in the area of Academic Advising. The committee recommended that the College explore efficient and effective ways of providing Academic Advising to its students and provide a seamless transition into the College for incoming freshmen.

In response, the College initiated the use of Enrollment Advisors to assist new students with registration and their initial advisement, and hired two new personnel to perform these functions. Under this system, incoming students complete their admissions applications and are accepted into selected programs/majors. New students are then referred to the Enrollment Advisors for one-on-one enrollment/registration counseling. By placing the advisement and registration component for new students within the Student Services Division, new students now experience a “seamless” enrollment process from admissions through advisement and registration for their first semester classes. Enrollment Advisors can also ensure that new students receive information on all college services available to help them succeed academically. After their first semester, students are then assigned academic advisors in their program majors.

LIBRARY

Summary Statement:

Horry-Georgetown Technical College conducts an assessment in the area of the Library on an annual basis. The evaluation is a continuing process to assure that the students of the College, as well as the faculty and staff, are provided with resources needed to complete their individual tasks.

Recommendations and Actions Taken

The committee made no recommendations for the Library/Learning Resource Center (LRC). However, the Department completed several tasks to ensure that the Department is fulfilling its mission to provide the College with up-to-date, quality information and resources. The LRC developed a Library Web Page and an on-line Web Development course. The LRC implemented DRA Serial and Acquisitions, as well as, instructional brochures for library patrons. As a convenience for students, the

Library developed a “Popular Reading” and “Multicultural” sections on all three campuses. The LRC also implemented E books and Books on Tape.

STUDENT SERVICES

Summary Statement:

Horry-Georgetown Technical College reviewed its Student Services Division primarily using criteria provided by the Southern Association of Colleges and Schools, ACT 629 and ACT 359. In addition, surveys were conducted to assess student satisfaction with the services provided. As well, a survey of the College’s faculty and staff was also used to assess satisfaction with the Division.

An ACT and The Campus Climate surveys were used to evaluate the **student development functions** of Counseling, Student Activities, Admissions and Financial Aid. Weaknesses were noted in these areas of Job Placement and Campus Activities and Programs. Plans were implemented to improve operations in each of the areas of concern.

The focus for improvement for the past year was in the area of **part-time student relations and support**. With the college having approximately 57% of its student enrollment being part-time, it was decided that the college policies, procedures and practices needed review and revision to ensure more support for this group of students. The new Part-time Student Relations and Support Task Force examined part-time student enrollment patterns and their unique needs. Numerous recommendations of this group were implemented such as: 1) Examining the scheduling of classes to ensure part-time students have the opportunity to complete degree/diploma/certificate programs in a timely manner, 2) Increasing the number and dollar amount of scholarships available to part-time students, 3) Advertising the part-time options available for students, 4) Revising LRC operating hours on the weekends to accommodate working students needs, 5) Revising tutorial centers operating hours, 6) Increasing on-line course offerings, etc.

The planned area for focused improvement for the next year is the area of **retention** of students. It is felt that if the enrollment increase projected for next fall materializes, it will be critical that strategies are in place to ensure successful retention of the students.